



Support Strategies

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Ideas for Today and Tomorrow
AG Technical Retreat 2002



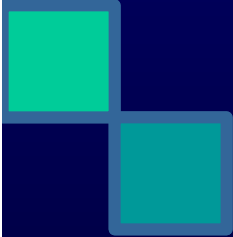
Support Strategies Concept

- In order to support the Access Grid, you need to address the many roles involved in the production of an AG.
- Technical expertise and *information* is necessary to make the AG project successful on a *daily basis*.





Goal and Objective

- 
- Assess Current Situations - Reality
 - Elaborate on Current Support Strategies
 - Review Resources Available
 - Present Future AG Support Plan



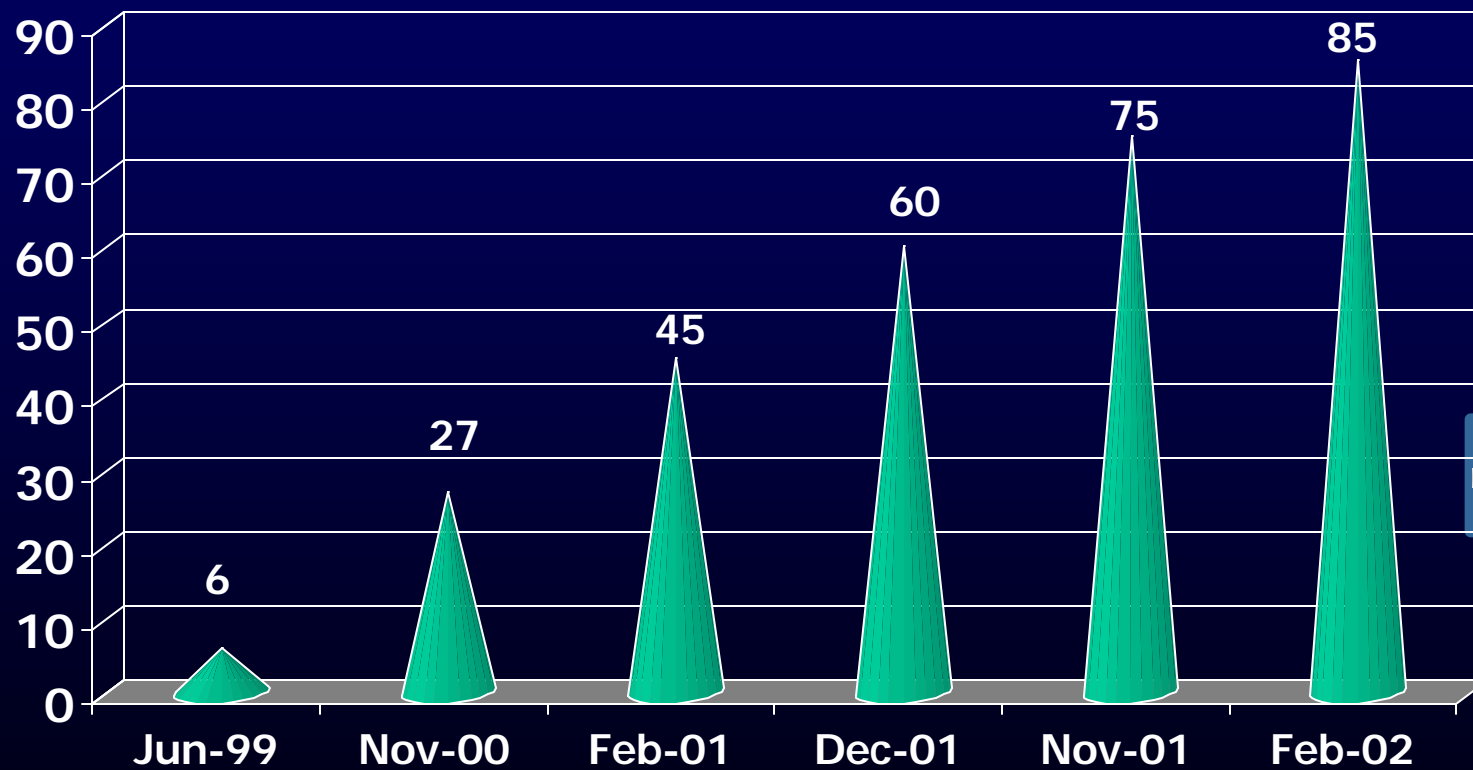


Today's Situation



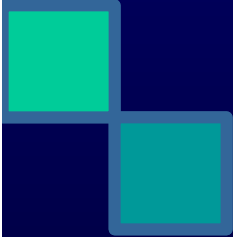
- 0 to 85 in 2 Years Flat
 - Geographic Clustering and Global Sites Expand
 - Incredible Support of Experienced Sites
 - AG Functions in Need of Continued Automation
 - Software Always Being Improved
 - “AG-Tech” Community Efforts
- 

AG Nodes Continue to Grow





Plans in Place

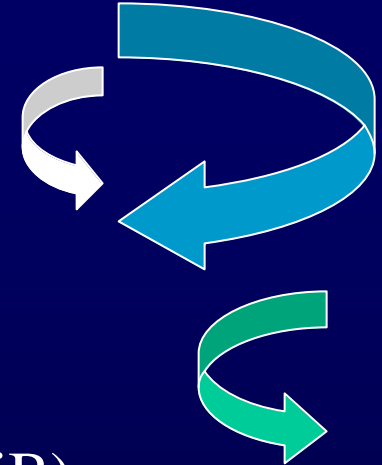
- 
- Support role (and AG Community) at ANL dedicated to directing, fielding, and testing all new nodes.
 - Live person for virtual world
 - Data collection
 - Online forms
 - Timely updates
 - Statuses





Current Guidance

- Access Grid in a Box, Alliance Effort (AGiB)
 - <http://webct.ncsa.uiuc.edu:8900/public/AGIB/>
- Access Grid Testing Processes
 - Multi-site events require test cruises
- Content from Tutorials and Proceedings
- Several Technical Mailing Lists
- AGDP
 - <http://www.accessgrid.org/agdp/>
- “Bob”





Future Guidance

- Refer Users to Resources
- Personal Networking
- Share Community Concept



AG Scheduled Events

Trends Appear...

SCGlobal volunteers wondered what they got themselves into.

Number of Scheduled Events

160
140
120
100
80
60
40
20
0

Mary's time away from the AG resulted in a drop of total scheduled events :)

1999

2000

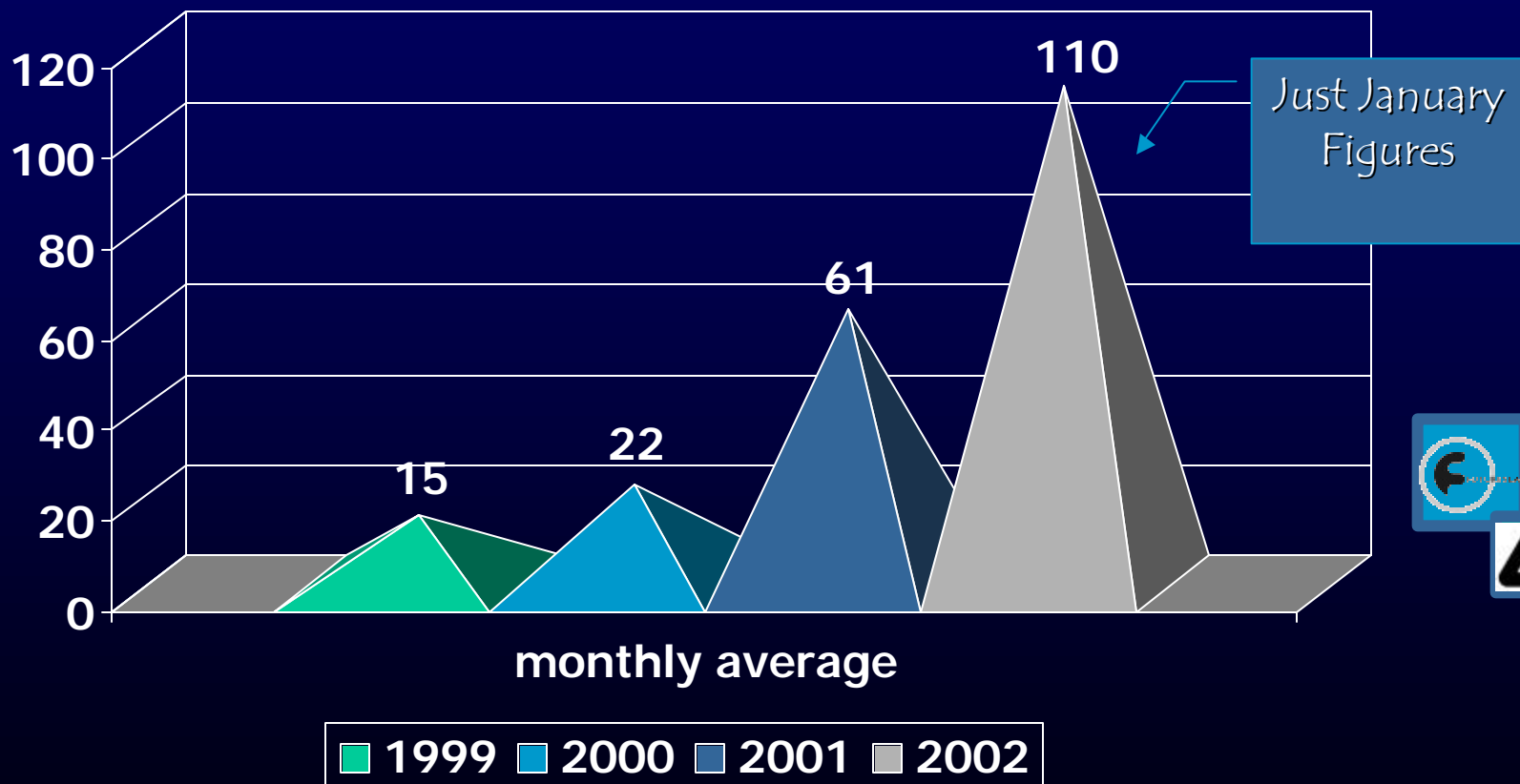
2001

2002

- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

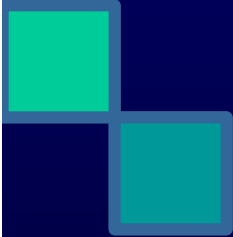


AG Schedule Events Averages





Concerns Masked as Goals

- 
- Handling Increasing Volume of Nodes
 - Documentation updates and awareness.
 - Untested Nodes
 - Parking Bans
 - FAQ Pages
 - Final Scheduling Application in Place





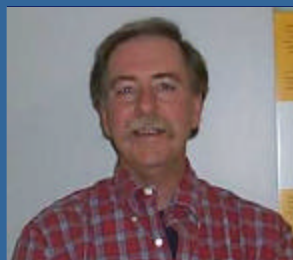
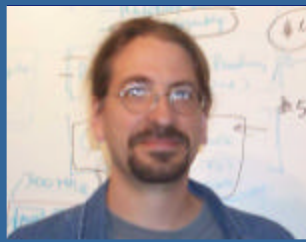
Things I Am Working On



- Set Up a Monthly Schedule for Open Testing Cruises
- Help Coordinate Large Scale Events (Seminar)
- Revamp Flow of AG Website
- Automate and Archive Everything
- “AG in the News”
- Continue to Gain More Technical Knowledge



thanks



Thank you.

Questions?

Comments?

